Applicant : Christopher P. Bergh et al.
Serial No. : 09/575,283
Filed : May 22, 2000
Page : 7 of 9

Attorney's Docket No.: 10235-047001

REMARKS

Claims 29-51 are pending in this application, in which claims 29 and 39 are independent claims and have been amended. New claims 49-51 have been added. No new matter has been introduced by way of these amendments. Favorable reconsideration of the action is respectfully requested in view of the foregoing amendments and following comments of the Applicants, which are preceded by related comments of the Examiner in small, bold type.

4. Claims 29-48 are rejected under 35 U.S.C. 103(a) as being unpatentable over Anderson et al, US 6,078,892 in view of Griggs, "Give us leads! Give us leads!"

Independent claim 29, as amended, now includes features of routing at least one customer lead through a lead processing system in accordance with rules, wherein the lead processing system includes a lead management server and a plurality of secondary lead management servers, and receiving, from at least one of the plurality of secondary lead management servers, feedback from at least one of the users, the feedback indicating whether the lead, should be accepted, rejected or forwarded to another one of the plurality of users.

Referring to the subject application, a lead management server may be coupled to one or more secondary lead management servers, such that the lead management server can assign a lead to a class of users, or multiple secondary servers (e.g., corresponding to multiple resellers), and then chooses a particular user in that class (in a round robin manner). In this regard the subject application reads:

> Referring to FIG. 1, lead management server 100 is also optionally coupled to one or more secondary lead management servers 150. These servers are similar to lead management sever 100, and optionally may be restricted to received lead only from the lead management server, and not directly from other lead sources. The secondary servers communicate with the lead management server according to a standardized protocol, in this embodiment based on XML specifications of leads. In some embodiments, the secondary servers are implemented using the same structure as the lead management server. In other alternative embodiments, the secondary servers use different structures, for example, by providing an interface that couples another information management system to the lead management server according to the standardized protocol. After the lead is routed to the secondary server, it is partially replicated in the lead storage of both servers, although the fields of the two stored leads may not be identical, since lead management server 100 may withhold some details regarding the lead from secondary server 150. the lead management

> server updates the lead based on feedback from the secondary server when it updates
> its copy of the lead, for example when the lead is assigned to a user. An exemplary
> application of the lead management system has a vendor operating lead management
> server 100 and resellers operating secondary lead management server 150. The
> vendor has users 100, such as direct sales representatives, who receive leads directly
> from lead management server 100. Some leads are sent to a reseller by transferring
> lead information to the secondary server. The secondary server may provide some
> feedback information regarding the status of the lead to the lead management server
> 100. However, for example for competitive business reasons, some information such
> as the identity of a particular user assigned a lead by secondary lead management
> server 150 or contact information related to the lead may be kept private to the
> secondary system. (page 7, line 34 to page 8, line 22)

As such, the lead management server can interact with multiple secondary lead management servers in assigning, routing and exchanging feedback of customer leads.

In contrast, neither Anderson nor Griggs discloses or suggests a lead processing system that includes a lead management server and a plurality of secondary lead management servers, and the lead processing system receives, from at least one of the plurality of secondary lead management servers, feedback from at least one of the users, the feedback indicating whether the lead, should be accepted, rejected or forwarded to another one of the plurality of users.

For at least these reasons, amended independent claim 29 is believed to be patentable over the cited references, individually or in combination. Amended independent claim 39 includes subject matter that is similar to claim 29 and is also believed to be allowable for at least the same reasons noted above.

Newly added claims 49-51 further define the secondary lead management servers and the interaction between multiple servers in dealing with a customer lead. The references of record are not understood to describe or suggest these features. Claim 49-51 are allowable over the art.

All of the dependent claims are patentable for at least the reasons for which the claims on which they depend are patentable.

Canceled claims, if any, have been canceled without prejudice or disclaimer.

It is believed that all of the pending claims have been addressed. However, the absence of a reply to a specific rejection, issue or comment does not signify agreement with or concession of that rejection, issue or comment. In addition, because the arguments made above may not be exhaustive, there may be reasons for patentability of any or all pending claims (or other claims) that have not been expressed. Finally, nothing in this paper should be construed as

an intent to concede any issue with regard to any claim, except as specifically stated in this paper, and the amendment of any claim does not necessarily signify concession of unpatentability of the claim prior to its amendment.
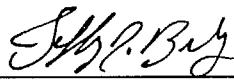
In view of the foregoing amendments and remarks, the entire application is now believed to be in condition for allowance, and such action is respectfully requested at the Examiner's earliest convenience.

Applicants' attorney can be reached at the address shown below. Telephone calls regarding this application should be directed to 617-368-2191.

The required amount of $120 for the Petition for Extension of Time fee, and $150 for excess claims fee is being paid concurrently herewith on the Electronic Filing System (EFS) by way of Deposit Account authorization. Please apply all charges or credits to Deposit Account No. 06-1050, referencing Attorney Docket No. 10235-047001.

Respectfully submitted,

Date: 29 Sept. 2008

Jeffrey J. Barclay
Reg. No. 48,950

Fish & Richardson P.C.
Telephone: (617) 542-5070
Facsimile: (877) 769-7945

21976551.doc